

CLAIMS

What is claimed is:

1. A computer implemented or computer
assisted method of measuring and assessing culture of
5 an organization and making improvements thereon,
comprising the steps of:

collecting by at least one of computer and a
user responses from members of the organization;

10 compiling the responses into an analyzable
data format generating compiled data;

determining at least one of themes and
issues by analyzing the compiled data;

15 determining at least one action
corresponding to the at least one of themes and issues
determined by said determining themes and issues step;

implementing the at least one action on the
organization determined by said determining at least
one action step;

20 assessing an effect of said implementing
step on the organization; and

determining at least one additional action
responsive to the effect determined by said assessing
step.

2. The method of claim 1, wherein the step
25 of collecting responses further includes the steps of:

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performing at least one individual interview session with at least one of the members;

performing at least one focus group meeting with at least one of the members; and

5 performing at least one physical walk around with at least one of the members.

3. The method of claim 1, wherein the step of compiling the responses includes the steps of:

10 separating the collected responses into groups.

4. The method of claim 1, wherein the step of determining themes or issues includes the step of:

determining ineffectual communication between employees and managers of the organization as a theme.

15 5. The method of claim 1, wherein the step of determining said action includes the step of:

increasing communication between employees and managers by posting relevant messages on a board or a Web page of the organization.

20 6. A computer implemented or assisted method of analyzing data collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user
25 interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, comprising the steps of:

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calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

5 calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting; and

determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at
10 least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting.

7. The method of claim 6, further including
15 the steps of:

separating the collected data into a number of sets; and

determining at least one of themes and issues appearing repeatedly in the collected data for each
20 set of data.

8. The method of claim 7, further comprising the step of:

determining at least one of themes and issues by comparing the calculated averages and the responses
25 to the qualitative questions.

9. A computer implemented or assisted system for measuring and assessing culture of an

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organization and making improvements thereon,
comprising:

means for collecting by at least one of
computer and a user responses from members of the
5 organization;

means for compiling the responses into an
analyzable data format generating compiled data;

means for determining at least one of themes
and issues by analyzing the compiled data;

10 means for determining at least one action
corresponding to the at least one of themes and issues
determined by said means for determining themes and
issues;

means for causing the at least one action
15 determined by said means for determining at least one
action to be implemented on the organization; and

means for assessing an effect made by said
implementation of at least one action on the
organization.

20 10. The system of claim 9, wherein the means
for collecting responses further includes:

means for compiling data collected from at
least one individual interview session with at least
one of the members;

25 means for compiling data collected from at
least one focus group meeting with at least one of the
members; and

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means for compiling data collected from at least one walk around interview with at least one of the members.

11. The system of claim 9, wherein the means
5 for compiling the responses includes:

means for separating the collected responses into groups.

12. The system of claim 9, wherein the means for determining themes or issues further includes:

10 means for determining ineffectual communication between employees and managers of the organization as a theme.

13. A computer implemented or assisted system for analyzing data collected as part of a
15 cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture
20 assessment tools, comprising:

means for calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

means for calculating averages of the
25 responses to the quantitative questions collected from the at least one focus group meeting; and

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means for determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the
5 calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting.

14. The system of claim 13, further including:

10 means for separating the collected data into a number of sets; and

means for determining at least one of themes and issues appearing repeatedly in the collected data for each set of data.

15 15. The system of claim 13, further including:

means for determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

20 16. A computer readable medium including instructions being executed by a computer, the instructions instructing the computer to measure and/or assess culture of an organization and make improvements thereon, instructions comprising:

25 collecting by at least one of computer and a user responses from members of the organization;

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compiling the responses into an analyzable data format generating compiled data;

determining at least one of themes and issues by analyzing the compiled data;

5 determining at least one action corresponding to the at least one of themes and issues determined by said instructions for determining themes and issues;

causing the at least one action determined by said instructions for determining at least one action
10 to be implemented on the organization; and

assessing an effect made by said implementation of at least one action on the organization.

17. The medium of claim 16, wherein the
15 instructions for collecting responses further includes the instructions for:

compiling data collected from at least one individual interview session with at least one of the members;

20 compiling data collected from at least one focus group meeting with at least one of the members; and

compiling data collected from at least one walk around interview with at least one of the
25 members.

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18. The medium of claim 16, wherein the instructions for compiling the responses includes the instructions for:

5 separating the collected responses into groups.

19. The medium of claim 16, wherein the instruction for determining themes or issues further includes the instructions for:

10 determining ineffectual communication between employees and managers of the organization as a theme.

20. A computer readable medium including instructions being executed by a computer, the instructions instructing the computer to analyze data collected as part of a cultural assessment process,
15 wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, the
20 instructions comprising:

calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

calculating averages of the responses to the
25 quantitative questions collected from the at least one focus group meeting; and

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determining at least one of themes and issues
by comparing the calculated averages of the responses
to the quantitative questions collected from the at
least one individual interview and the calculated
5 averages of the responses to the quantitative
questions collected from the at least one focus group
meeting.

21. The medium of claim 20, further including
the instructions for:

10 separating the collected data into a number
of sets; and

determining at least one of themes and issues
appearing repeatedly in the collected data for each
set of data.

15 22. The medium of claim 20, further including
the instructions for:

determining at least one of themes and issues
by comparing the calculated averages and the responses
to the qualitative questions.

20 23. An expert system comprising:

a processor;

a computer readable medium including
instructions executable by said processor, the
instructions instructing the computer to measure
25 and/or assess culture of an organization and make
improvements thereon, the instructions comprising:

collecting by at least one of computer and a user responses from members of the organization;

compiling the responses into an analyzable data format generating compiled data;

5 determining at least one of themes and issues by analyzing the compiled data;

determining at least one action corresponding to the at least one of themes and issues determined by said instructions for determining themes
10 and issues;

causing the at least one action determined by said instructions for determining at least one action to be implemented on the organization; and

assessing an effect made by said
15 implementation of at least one action on the organization.

24. The expert system of claim 23, wherein the instructions for collecting responses further includes the instructions for:

20 compiling data collected from at least one individual interview session with at least one of the members;

compiling data collected from at least one focus group meeting with at least one of the members;
25 and

compiling data collected from at least one walk around interview with at least one of the members.

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separating the collected responses into
5 groups.

determining ineffectual communication between
10 employees and managers of the organization as a theme.

calculating averages of the responses to the
quantitative questions collected from the at least one
25 individual interview;

calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting; and

determining at least one of themes and issues
5 by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group
10 meeting.

28. The expert system of claim 27, further including the instructions for:

separating the collected data into a number of sets; and

15 determining at least one of themes and issues appearing repeatedly in the collected data for each set of data.

29. The expert system of claim 27, further including the instructions for:

20 determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

30. In a computer system to measure and/or assess culture of an organization and make
25 improvements thereon, a computer data signal embodied in a carrier wave, said signal bearing instructions to

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be executed by the computer system, said instructions comprising:

collecting by at least one of computer and a user responses from members of the organization;

5 compiling the responses into an analyzable data format generating compiled data;

determining at least one of themes and issues by analyzing the compiled data;

10 determining at least one action corresponding to the at least one of themes and issues determined by said instructions for determining themes and issues;

causing the at least one action determined by said instructions for determining at least one action to be implemented on the organization; and

15 assessing an effect made by said implementation of at least one action on the organization.

31. The signal of claim 30, wherein the instructions for collecting responses further includes
20 the instructions for:

compiling data collected from at least one individual interview session with at least one of the members;

25 compiling data collected from at least one focus group meeting with at least one of the members; and

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compiling data collected from at least one walk around interview with at least one of the members.

32. The signal of claim 30, wherein the
5 instructions for compiling the responses includes the instructions for:

separating the collected responses into groups.

33. The signal of claim 30, wherein the
10 instruction for determining themes or issues further includes the instructions for:

determining ineffectual communication between employees and managers of the organization as a theme.

34. In a computer system to analyze data
15 collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings,
20 questionnaires, and culture assessment tools, a computer data signal embodied in a carrier wave, said signal bearing instructions to be executed by the computer system, the instructions comprising:

calculating averages of the responses to the
25 quantitative questions collected from the at least one individual interview;

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calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting; and

determining at least one of themes and issues
5 by comparing the calculated averages of the responses
to the quantitative questions collected from the at
least one individual interview and the calculated
averages of the responses to the quantitative
questions collected from the at least one focus group
10 meeting.

35. The signal of claim 34, further including
the instructions for:

separating the collected data into a number
of sets; and

15 determining at least one of themes and issues
appearing repeatedly in the collected data for each
set of data.

36. The signal of claim 34, further including
the instructions for:

20 determining at least one of themes and issues
by comparing the calculated averages and the responses
to the qualitative questions.

37. A computer implemented or computer
assisted method of measuring and assessing culture of
25 an organization and making improvements thereon,
comprising the steps of:

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collecting by at least one of computer and a user responses from members of the organization, including the steps of:

performing at least one individual
5 interview session with at least one of the members;

performing at least one focus group meeting with at least one of the members; and

performing at least one walk around interview with at least one of the members;

10 compiling the responses into an analyzable data format generating compiled data;

determining at least one of themes and issues by analyzing the compiled data, including the steps of:

15 determining ineffectual communication between employees and managers of the organization as a theme;

determining at least one action corresponding to the at least one of themes and issues
20 determined by said determining themes and issues step;

implementing the at least one action on the organization determined by said determining at least one action step, including the step of:

increasing communication between
25 employees and managers by posting relevant messages on a board or a Web page of the organization;

assessing an effect of said implementing step on the organization; and

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determining at least one additional action responsive to the effect determined by said assessing step.

38. A computer implemented or assisted
5 method of analyzing data collected as part of a
cultural assessment process, wherein the data includes
responses to qualitative questions and quantitative
questions collected in at least one of a user
interview computer program, individual interviews,
10 focus group meetings, questionnaires, and culture
assessment tools, comprising the steps of:

calculating averages of the responses to the
quantitative questions collected from the at least one
individual interview;

15 calculating averages of the responses to the
quantitative questions collected from the at least one
focus group meeting;

determining at least one of themes and issues
by comparing the calculated averages of the responses
20 to the quantitative questions collected from the at
least one individual interview and the calculated
averages of the responses to the quantitative
questions collected from the at least one focus group
meeting;

25 separating the collected data into a number
of sets;

determining at least one of themes and issues
appearing repeatedly in the collected data for each
set of data; and

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determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

39. A computer implemented or assisted
5 system for measuring and assessing culture of an organization and making improvements thereon, comprising:

means for collecting by at least one of
computer and a user responses from members of the
10 organization, including:

means for compiling data collected from
at least one individual interview session with at
least one of the members;

means for compiling data collected from
15 at least one focus group meeting with at least one of the members; and

means for compiling data collected from
at least one walk around interview with at least one
of the members;

20 means for compiling the responses into an analyzable data format generating compiled data;

means for determining at least one of themes and issues by analyzing the compiled data, including:

means for determining ineffectual
25 communication between employees and managers of the organization as a theme;

means for determining at least one action corresponding to the at least one of themes and issues

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determined by said means for determining themes and issues;

means for causing the at least one action determined by said means for determining at least one
5 action to be implemented on the organization; and

means for assessing an effect made by said implementation of at least one action on the organization.

40. A computer implemented or assisted
10 system for analyzing data collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user
15 interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, comprising:

means for calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

20 means for calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting;

means for determining at least one of themes and issues by comparing the calculated averages of the
25 responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting;

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means for separating the collected data into
a number of sets;

means for determining at least one of themes
and issues appearing repeatedly in the collected data
5 for each set of data; and

means for determining at least one of themes
and issues by comparing the calculated averages and
the responses to the qualitative questions.

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